

**CITY OF ROSENBERG  
CUSTOMER SERVICE DEPARTMENT  
UTILITY BILLING POLICIES & PROCEDURES - COMMERCIAL**

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**Requirements for commercial new service:**

1. A completed application.
2. One (1) form of identification (must be a picture ID).
3. Owners must provide proof of ownership and renters must provide a lease agreement.
4. Connection fee of \$20.00 per trip.
5. Deposit as set by City Ordinance.
  - ❖ The amount of deposit required is determined by the Customer Service Department, based upon the estimated water, sewer, and garbage charges for two (2) months and the nature of the business.
  - ❖ The minimum deposit required is \$160.00.

**Billing and collection procedures:**

1. The utility bill includes charges for water, sewer, and refuse (garbage).
2. The water meter is read and the utility account is billed **once** a month. The timing of your bill will be determined by the service location – either Cycle 1 or Cycle 2:

	<b>Mailing Date</b>	<b>Payment Due Date</b>	<b>If weekend or holiday:</b>
Cycle 1	30 <sup>th</sup> of each month	15 <sup>th</sup> of following month	Next business day
Cycle 2	15 <sup>th</sup> of each month	1 <sup>st</sup> of following month	Next business day

3. Garbage collection for small or large hand pick-up depends on service location: Monday and Thursday, or Tuesday and Friday. This service is billed by the City.
4. Garbage collection for a dumpster is available Monday thru Saturday (customer may determine the service day/days). This service is billed by the City.
5. Garbage service that requires a roll-off dumpster or a recycling container is set-up and directly billed by the waste management company contracted with the City.
6. Individually owned trash compactors are allowed, but the receiving bin and the garbage collection must be provided by the waste management company contracted with the City. This service is billed by the waste management company contracted with the City.
7. **Please note: (City of Rosenberg Code of Ordinances Article II, Sec. 23-26). "The collection and disposal of solid waste within the corporate limits of the City by any person or business entity other than a business entity which has been approved by the City Council to collect and dispose of solid waste and with whom a contract has been duly executed is prohibited". At this time Allied Waste Services is contracted with the City for the collection and disposal of solid waste.**

**Delinquency processing:**

1. Non-receipt of the bill or delinquent notice does not release or diminish the customer's obligation to make payment for service rendered.
2. 10% penalty is assessed if payment is not received by the Payment Due Date.
3. Delinquent notice is mailed if payment is not received within 5 days after Payment Due Date. If payment is not received, water service will be disconnected.
4. If meter reading changes after meter reading is documented and service is disconnected, then the meter will be **locked**.
5. To restore service on disconnect day payment must be received by 3:00 p.m. An additional charge of \$25.00 for overtime will be charged for reconnection after 3:00 p.m.

**Fees required to re-instate service after disconnection:**

<b>Unlocked Meter</b>	<b>Locked Meter</b>
❖ Payment of past due bill.	❖ Payment of <u>total amount</u> due on account.
❖ \$40 Reconnect Fee	❖ \$100 Reconnect Fee
❖ \$80 Deposit (not to exceed a total deposit of an average three month bill)	❖ \$80 Deposit (not to exceed a total deposit of an average three month bill)

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**Methods of payment:**

1. **In Person** – at City Hall.
2. **By Mail** - Please allow 7-10 days for delivery by the due date.
3. **Drop Box**
  - ❖ No Cash Please!
  - ❖ Located by the drive thru window at City Hall.
  - ❖ Any payment dropped on the due date is accepted as payment on the due date.
4. **ACH (Bank draft)**. The payment is drafted from your account on the due date. This is an excellent way to avoid delinquencies.
5. **Telephone** – Credit card payments only.

**Additional services provided:**

- To verify accuracy of the bill a customer may request to have the meter reread. If it is determined that the reading is incorrect the bill will be corrected. If it is determined that the reading is correct a fee of \$15.00 will be charged to the utility account.
- A payment extension on a bill if the request is made before water service is disconnected and there is a verifiable hardship due to illness, disability, unemployment, or similar situation. Request forms are available at City Hall.
- A customer who deems his account to have had an extraordinary increase may appeal to the Customer Service Department for a credit adjustment. To qualify for the credit adjustment, the consumption must be 150% or more of the normal consumption, documented proof of a repaired leak must be provided, and 12 months of historic consumption must be available.

**Other Helpful Information**

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| • <b>Business hours</b>                           | 8 a.m. to 5 p.m., Monday through Friday                                   |
| • <b>Location</b>                                 | Rosenberg City Hall, 2110 Fourth Street                                   |
| • <b>Mailing address</b>                          | P. O. Box 631, Rosenberg, Texas 77471                                     |
| • <b>Phone number</b>                             | 832-595-3400  |
| • <b>Fax number</b>                               | 832-595-3402  |
| • <b>Water or sewer emergencies</b>               | 832-595-3400  |
| • <b>Water or sewer emergencies (after hours)</b> | 832-595-3700  |
| • <b>Web page</b>                                 | <a href="http://www.ci.rosenberg.tx.us">http://www.ci.rosenberg.tx.us</a> |
| • <b>Holidays observed by the City:</b>           |   |
| 1. New Year's Day                                 |   |
| 2. Good Friday                                    |   |
| 3. Memorial Day                                   |   |
| 4. Fourth of July                                 |   |
| 5. Labor Day                                      |   |
| 6. Fort Bend County Fair Day (September)          |   |
| 7. Thanksgiving Day & the following Friday        |   |
| 8. Christmas Day                                  |   |